



## NORTHWEST POWER NORTHWEST VALUES

**Job Title & Series:**

IT Specialist (CUSTSPT), GS-2210

**Job Announcement Number:**

9611-12-DE

**Grade & Salary Range:**

GS-13: \$86,260 - \$112,136

**Opens:** 12/06/2011

**Closes:** 12/27/2011

(Applications must be received by 11:59 p.m. Pacific Time)

Full performance level: GS-13.

**Anticipated number of positions to be filled:** One

**Location:** Portland, Oregon

**Federal transfer relocation is not available for this position.**

**Type of Position:** This is a Permanent position with a full-time work schedule.

**Benefits:** BPA offers a comprehensive benefits package. <http://www.jobs.bpa.gov/Benefits/>

### Eligibility

All United States citizens are eligible to apply.

*NOTE: You must submit separate and complete application packages for each vacancy for which you would like to be considered. This includes current or former federal employees eligible for transfer or reinstatement, veterans eligible for appointment under the Veterans' Employment Opportunities Act or other veterans' programs, and others eligible under special hiring authorities may apply under external announcements and internal Merit Promotion procedures: 9613-11.*

### About BPA

The Bonneville Power Administration has been powering people and careers for nearly 75 years. We are a non-profit federal agency that provides clean, emissions-free electricity to the Pacific Northwest and maintains a high voltage transmission system to deliver that electricity. We are a leader in sustainability and environmental stewardship, promoting energy efficiency, renewable energy, the smart grid, fish and wildlife protection and initiatives to address climate change. We are a visionary and innovative agency that values diversity and creativity and encourages continuous learning. We are located throughout the Pacific Northwest with opportunities in cities, smaller communities and rural areas. You can learn more about BPA at [www.bpa.gov](http://www.bpa.gov).

### Job Summary & Major Duties

The purpose of this position is to serve as an IT specialist and a technical lead on the Help Desk Team, performing a variety of work involved in planning and delivery of asset management and customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements. Assignments require developing and interpreting policies, procedures, and strategies governing the planning and delivery of Help Desk services throughout the agency; providing expert technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues; applying new developments to previously unsolvable problems; and making decisions or recommendations that significantly influence important agency IT policies or programs.

Help Desk and Outreach (NJRH) provides a non-Critical Business System client conduit; identification of service problem and disruptions; troubleshooting and first call client support remediation. Responds to IT related client requests and queries to a wide range of services including; resource requests; office productivity software training; support for IT self-service initiatives; client solutions knowledgebase; client-based outreach programs; and technical support for BPA's telework program. Organization is responsible for IT client asset management including warehousing; tracking; deploying and recovery of all desktop hardware and software assets including but not limited to the primary technology areas of workstations, peripherals, printers, hand held devices and software; responsible to receive, record, store and issue assets in accordance with the Agency's approved office automation plan.

Service Delivery (NJR) plans, directs and manages a comprehensive client-facing Information Technology program aligned to meet the Agency's computing requirements. Responsibilities include the planning, design, coordination, and oversight for the configuration, installation, maintenance, client asset management, and operation of all computer workstations, and related office automation support services within the non-Critical Business System administrative network. This function, through Service Delivery Representatives, acts as ombudsmen and a sounding board for client concerns; is responsible for planning and negotiating Operating

Agreements between business line clients and the Information Technology; provides analysis strategy support for the consideration and pursuit of new technologies or enhancement efforts for existing applications; and monitors the delivery of IT products and service to business line clients and assists in the resolution of delivery problems. This function coordinates, develops and manages the program for IT communications and outreach initiatives.

## Qualifications

### SPECIALIZED EXPERIENCE

**GS-13:** Experience that involved applying IT service management methods and technologies to resolve problems for customers, and to refine processes to ensure rapid and effective resolution.

In order to be rated as meeting the minimum qualifications, we must be able to determine from your application package (includes resume, cover letter and or other supporting material) that you have a minimum of **one year** of the specialized experience requirement described above. *Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.*

### KNOWLEDGE, SKILLS, AND ABILITIES

Your application materials will be reviewed against the knowledge, skills and abilities (KSAs) listed below to determine your category rating: Best Qualified, Highly Qualified, or Qualified. Within these categories, applicants eligible for veteran's preference will receive selection priority.

Please describe your experience and thoroughly address the statements below within your resume, cover letter, and/or other supporting material you choose to submit. Work product examples will not be reviewed unless specifically requested. **Clearly articulating your work experience to determine the application of this knowledge, these skills or abilities through performance is critical to determining your qualifications for this position.** For more information on how to provide supporting information for KSAs, please visit [http://jobs.bpa.gov/How\\_To\\_Apply/ksa.cfm](http://jobs.bpa.gov/How_To_Apply/ksa.cfm).

1. **(Technical) Customer Support - Skill in applying IT problem management methods and practices and new and innovative customer support methods and technologies sufficient to plan, implement, and manage problem management systems designed to recognize effectively, report, track, and resolve problems and to evaluate the feasibility of adapting new methods to enhance customer satisfaction.** Your application materials should demonstrate experience:
  - Planning, implementing, and managing systems designed to effectively report, track, and resolve problems and; and
  - Evaluating the feasibility of adapting new methods to enhance customer satisfaction.
2. **Process/Work Flow Analysis - Skill in applying advanced IT principles, concepts, methods, standards, and practices sufficient to develop and interpret policies, procedures, and strategies governing the planning and delivery of services throughout the agency; provide expert technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues; apply new developments to previously unsolvable problems; and make decisions or recommendations that significantly influence important agency IT policies or programs.** Your application materials should demonstrate experience:
  - Conducting operations and maintenance work flow and process analysis;
  - Developing, planning, and implementing enhanced work flow processes;
  - Performing service request experience analysis to develop or enhance service request work flow/processes; and
  - Utilizing IT service maturity models, such as IT Infrastructure Library, Capability Maturity Model Integration, MS Operations Framework, to document, assess, and develop enhancements to IT Service Desk operations.
3. **Skill in effective oral and written communication sufficient to communicate complex technical requirements to non-technical personnel; develop and deliver briefings, project papers, status/staff reports, and correspondence to foster understanding and acceptance of findings and recommendations and persuade program managers to follow programmatic changes in support of Service desk operations.** Your application materials should:
  - Demonstrate experience providing technical advice and guidance to management officials influencing the implementation or administration of a service desk process such as incident or outage response.
  - Collaborating with technicians across an organization to identify, resolve, and document an incident or outage; and

### SECURITY & SUITABILITY

The sensitivity level of this position is designated as 'Low Risk – Nonsensitive', which requires that the selectee

pass a National Agency Check with Inquiries (NACI) personnel investigation and receive a favorable suitability determination. For more information please visit: [http://jobs.bpa.gov/How\\_To\\_Apply/faqs.cfm#18](http://jobs.bpa.gov/How_To_Apply/faqs.cfm#18)

## Application Package Checklist

- ☐ Resume, cover letter, and/or other supporting material you choose to submit that fully describe your education and experience. Application must contain sufficient information to determine eligibility for the position. (Optional Application for Federal Employment (OF-612): <http://www.usajobs.opm.gov/of612.asp>).

### Applications must include the following information:

- o Job Announcement number, title, and grade
  - o Full legal name, mailing address, contact telephone number and email address
  - o Country of citizenship (SSN or other ID is not requested at this time)
  - o High school attended which includes name of high school and location.
  - o Employment history including unpaid positions with job title, grade (if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), salary, and hours worked per week. Explain any gaps in employment.
  - o Indication if we may contact your current supervisor.
  - o List of other job-related training, skills, certificates and licenses, recognition, professional memberships, publications, leadership activities, or other relevant information.
  - o Grade level(s) for which you are applying.
- ☐ VETERANS: To be considered for veteran's preference, a copy of your DD-214 (Member 4) is required. 10-point veterans must also provide a copy of their SF-15 and associated documentation.
- ☐ All applicants are encouraged to complete and submit BPA Form F3330-11e, Applicant Disability, Race/National Origin and Gender Identification form and Applicant Source Form located at the end of this announcement, or at [http://jobs.bpa.gov/How\\_To\\_Apply/forms.cfm](http://jobs.bpa.gov/How_To_Apply/forms.cfm).

## How to Submit Your Application

Applications may be emailed, faxed or mailed. Due to security requirements, we only accept hand-delivered application from individuals who currently have badge access to the building.

- **Email to:** [jobs@bpa.gov](mailto:jobs@bpa.gov) with the Job Announcement Number in the subject line and on any attachments.
- **Fax to:** 503-230-3149
- **Send via US Mail to:** Bonneville Power Administration, ATTN: Human Capital Management, NHQ-1, PO Box 3621, Portland, OR 97208-3621.

You will be notified via email to confirm receipt of your application package. *Applicants should retain a copy of their application as BPA does not return applications or provide copies.* For more information on the hiring process, please refer to: [http://jobs.bpa.gov/How\\_To\\_Apply/whathappens.cfm](http://jobs.bpa.gov/How_To_Apply/whathappens.cfm).

## Additional Information

**Veterans Information:** <http://www.usajobs.gov/vi>

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### Career Transition Assistance Program/Interagency Career Transition Assistance Program

**(CTAP/ICTAP):** Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. **Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.** For additional information please refer to <http://www.opm.gov/ctap/>

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**EEO Policy Statement:** <http://www.usajobs.gov/eeo>

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**Reasonable Accommodation Policy Statement:** <http://www.usajobs.gov/raps>

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**Legal and Regulatory Guidance:** <http://www.usajobs.gov/lrg>

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**Forms Availability:** All application materials may be obtained by calling 503-230-3230, or 1-877-975-4272 or visiting: <http://www.jobs.bpa.gov> .

## **Applicant Source Form**

The Bonneville Power Administration's Human Capital Management office has an ongoing process improvement objective associated with recruitment and outreach strategies. In order for us to assess the effectiveness of our current advertising and Recruitment efforts, please identify how you learned about this job by marking the appropriate box below:

Vacancy Announcement Number	Position Title, Series, Grade
<input type="text"/>	<input type="text"/>

☐ **BPA Website**

☐ **USAJOBS Website**

☐ **Job Board** (CareerBuilder, Craigslist, Employment Dept, etc.)

**(please specify):** \_\_\_\_\_

☐ **Industry Website or Event** (National Institute of Government Purchasers, GreenDrinks, etc.)

**(please specify):** \_\_\_\_\_

☐ **Social Media Website** (Facebook, LinkedIn, etc.)

**(please specify):** \_\_\_\_\_

☐ **Career Fair** (campus events, community event)

**(please specify):** \_\_\_\_\_

☐ **BPA employee**

☐ **Other (please specify):** \_\_\_\_\_

U.S. Office of Personnel Management Guide to Personnel Data Standards	<b>ETHNICITY AND RACE IDENTIFICATION</b> (Please read the Privacy Act Statement and instructions before completing form.)	
Name (Last, First, Middle Initial) <div style="background-color: gray; width: 100px; height: 20px;"></div>		
Agency Use Only		
<b>Privacy Act Statement</b>  Ethnicity and race information is requested under the authority of 42 U.S.C. Section 2000e-16 and in compliance with the Office of Management and Budget's 1997 Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity. Providing this information is voluntary and has no impact on your employment status, but in the instance of missing information, your employing agency will attempt to identify your race and ethnicity by visual observation.  This information is used as necessary to plan for equal employment opportunity throughout the Federal government. It is also used by the U. S. Office of Personnel Management or employing agency maintaining the records to locate individuals for personnel research or survey response and in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies.		
<b>Specific Instructions:</b> The two questions below are designed to identify your ethnicity and race. <b>Regardless of your answer to question 1, go to question 2.</b>		
<b>Question 1. Are You Hispanic or Latino?</b> (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.) <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Question 2.</b> Please select the racial category or categories with which you most closely identify by placing an "X" in the appropriate box. Check as many as apply.		
<b>RACIAL CATEGORY</b> (Check as many as apply)	<b>DEFINITION OF CATEGORY</b>	
<input type="checkbox"/> American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.	
<input type="checkbox"/> Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	
<input type="checkbox"/> Black or African American	A person having origins in any of the black racial groups of Africa.	
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	
<input type="checkbox"/> White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.	

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